

Updates on recent airline changes

The airline industry has suffered tremendously since the events of 9/11/01 and are making major policy changes that will affect air travel, effective immediately. Following are recent changes made by many of the major airlines and more are likely to come. Please keep these changes in mind when booking air travel. ***While a traveler in some cases can get a cheaper fare with a non-refundable ticket, it is becoming more and more evident that travel booked through the contracted travel agency at the contract fares will provide more financial security to the employee if travel plans are changed or canceled.***

American Airlines

- < \$20 fee to be assessed on all U.S. and Canada point-of-sale transactions that qualify for an electronic ticket but the customer requests a paper ticket
- < effective January 1, 2003, charges customers on non-refundable fares \$100 to fly on a later flight that same day, plus the difference in the cost of the ticket
- < permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)
- < after the departure date, the ticket will have no value
- < baggage allowance is two (2) pieces checked and one carry-on

Continental Airlines

- < \$20 service fee for all domestic tickets issued on paper when the tickets are e-ticket eligible; this fee applies to original and reissued tickets but not to group tickets; travel agencies will also be required to assess the \$20 fee
- < charges customers on non-refundable fares \$100 to fly on an earlier/later flight the same day, unless the passenger presents themselves at a Continental ATO no later than two hours after the scheduled departure time of the flight shown on the ticket. Within two hours, the passenger will be allowed to standby on the next available Continental flight at no charge permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee, effective January 1, 2003
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)
- < if you do not travel, for any reason, on your scheduled flight and do not make a change prior to departure, the price of the ticket CANNOT be applied the purchase of a new ticket, and has no monetary value
- < Continental has modified some charges for special service items, such as checked article boxes, pet kennels and oxygen service fee. Be sure to check current pricing.

Delta Airlines

- < \$20 service fee for all domestic tickets issued on paper when the tickets are e-ticket eligible; this fee applies to original and reissued tickets but not to group tickets; travel agencies will also be required to assess the \$20 fee
- < charges customers on non-refundable fares \$100 to fly on a later flight that same day, effective January 1, 2003
- < permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee
- < for Delta Express customers, flying standby will cost additional \$50
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)
- < for Delta Shuttle standby, \$100 fee applies on restricted fares when moving from a peak flight to a peak flight or from an off-peak flight to a peak flight; standby shuttle passengers moving from on off-peak flight to another off-peak flight will not be assessed the standby fee
- < baggage allowance: check two (2) bags free of charge and one carry on plus one personal item. Customers will be charged a fee of \$40 for the third checked bag.

Northwest/KLM Airlines

- < \$25 service fee for all paper tickets that are e-ticket eligible; this fee will also be assessed if the ticket is issued by a travel agency; surcharge applies to all fares for travel within North America where electronic ticketing is available; applies to tickets purchased through travel agencies or online agencies or Northwest Airlines
- < increased the change fee from \$150 to \$200 for non-refundable fares and penalty fares from the US to Europe; in addition, fares with a cancel fee of \$150 have been increased to \$200
- < currently, continues to allow standbys at no additional cost
- < permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)
- < refundable tickets will remain fully refundable whenever the customer chooses to exercise that option as long as the ticket is valid

United Airlines

- < will stop issuing paper tickets within the U.S. by July 2003
- < plans to issue only electronic tickets worldwide for all eligible itineraries by January 2004
- < \$20 fee on all paper tickets issued in the U.S., Puerto Rico and the US Virgin Islands through internal channels when the ticket is e-ticket eligible; travel agencies will also be required to assess the \$20 fee
- < advance purchase and minimum stay waivers will no longer be allowed
- < permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)
- < effective worldwide for travel originating in the US, Puerto Rico, US Virgin Islands or Canada on or after 10/01/02, any changes to non-refundable tickets must be made on or before the departure date of each ticketed flight segment; after the departure date the ticket will have no value for travel or exchange
- < customers with refundable tickets can continue to standby on their ticketed day of departure without a standby fee
- < effective Oct. 7, 2002, passengers are allowed a maximum of one (1) carry-on and one (1) personal item

US Airways

- < \$25 service fee for all paper tickets issued by US Airways that are e-ticket eligible; this fee will not be assessed by US Airways when the ticket is issued by a travel agency
- < non-refundable fares for US Airways domestic, Caribbean, US to and from Canada and US to Europe destinations must be used for the specifically ticketed flight and will have NO value once the flight has departed; changes may be made to the non-refundable itineraries before scheduled departure, subject to certain restrictions and fees.
- < advance purchase and minimum stay waivers will no longer be allowed
- < for travel January 1, 2003 and beyond, miles and segments earned on most non-refundable fares will not count toward Dividend Miles Chairman's Preferred, Gold Preferred and Silver Preferred status
- < customers with non-refundable tickets will NOT be allowed to stand by for alternate flights; will offer standby travel on a non-refundable ticket for a fee of \$100; non-refundable tickets can still be changed for other tickets with appropriate fees at any time prior to the scheduled flight; non-refundable tickets will continue to expire after the planned flight of use
- < tour and consolidator tickets will become non-refundable and have no value after the ticketed travel date
- < permits confirmed changes to non-refundable fares prior to the time of departure for a \$100 change fee
- < if the new ticket has a higher cost than the original ticket, you will have to pay an additional amount (the fare difference plus a change fee)